

ACTIVE CASES
Analysis of October 2005 QA Results for Food Stamps

Sample Size 77
(drops excluded)

Totals for October 2005:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	\$15,632.00	9	\$ 865.00	5.5%	5.5%
MILWAUKEE	6,518.00	6	441.00	6.8 %	6.8%
BAL- STATE	8,358.00	4	424.00	4.7 %	4.7%

ERROR CAUSES BY TYPE

- 6- Agency Preventable Errors
- 3- Client Errors
- 0- State Errors (CARES, or policy unclear)

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the 6 Agency Preventable Errors, 5 were in Milwaukee, and one was in Jefferson County. Client errors occurred in Milwaukee Co., and Rock County.

TYPES OF A.P.E. ERRORS (6):

Regular Earned Income (1):

- Agency failed to verify and correctly budget earnings. Verification was requested and was overdue and agency didn't act on alert to enter NV.

Unearned Income (2):

- Agency failed to query and budget Child Support income.
- Agency failed to act on alert showing change in W2 payment

Shelter & Utilities (2):

- Agency failed to verify and budget correct rent
- Agency failed to budget property taxes and correct SUA

Student Status (1):

- FS member excluded as ineligible student, though enrolled less than half-time (ANSE incorrectly coded as FT).

TYPES OF CLIENT ERRORS (2):

Gross Income (1):

- Customer failed to report exceeding the 130% FPL

CS Non-cooperation (1):

- Customer failed to report her husband (in food group) had a CS order and was considered non-cooperative, meaning he should have been excluded from the FS group.

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE? Two APEs were made at application, three at review, and one at reported change.

EFFECT OF SMRF PROCESS: None

TRENDS OR RECOMMENDATIONS:

The errors were from all places for many reasons, and it is difficult to pinpoint any new directions to go from this month's data. It is notable however that two of the largest dollar errors were client errors. It is questionable whether these can be prevented because the first was the client failure to report being over the 130% limit. This is something that the customer doesn't always notice or think of, or understand well. The second was that the customer didn't report that her husband had a CS order for a child outside the FS group and was not paying and considered non-cooperative, thus not eligible to be in the FS Group. CARES application and interview really don't ask the question. How is client to know to state that?

BIGGEST "CONTRIBUTORS": The cases that caused the largest dollar errors for October 2005 (including client errors):

Rock County, \$268 Client Error:

The client failed to report income exceed the 130% FPL, resulting in total overpayment.

Milwaukee County, \$171 Agency Preventable Error:

A household member was excluded from the FS as an ineligible student although there was file documentation that she was only taking 5 credits. The college confirmed that half time is 6 to 11 credits. The agency also failed to code a person on SSI as disabled so that the shelter cap is not be lifted as it should be.

mbw 02/24/2006